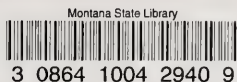


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ISD NEWS AND VIEWS

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Contract Status

REMINDER -- The IBM Term Contract has expired February 28, 1989. Full distribution of copies is on-going.

Laser Printer RFP proposals are in and are being evaluated. Due to testing requirements, contract award is projected for late spring of 1989.

Purchasing is currently distributing copies of the ISC (Novell Netware) and Attachmate communications products contracts, to the agency term contract mailing list.

Be advised that the Zenith Special Offer Prices, outlined in the last term contract update (on the Z-286 LP model 1's, 20's and 40's), remain in effect through the end of March 1989. Zenith has also now included, within the Special system price, the Logitech LG-10 mouse.

ISC has replaced their Quimax monitors with Tatung monitors on the ISC term contract. Also, ISC has replaced many previous offered hard drives with CDC brand drives. ISC is mailing out a letter to state agencies further explaining the changes and prices. Also, ISC has discontinued three(3) system units: ACER PC/XT 710; ACER PC/AT 900/12; and ACER PC/AT 1100/16. Copies of the revised ISC products are available in the Resource Management Unit, or can be obtained by

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DEADHEAD

PLEASE RETURN

calling Debbie Owen at 444-2930.

Valcom has notified us that the Okidata printers model 292 and 294, have been discontinued. The Okidata model 293 will be available in limited supply through December 1989.

All of the above term contract changes will be in a full revision to the current micro contracts, to be released March 1989. Please call Debbie Owen in the Resource Management Unit (444-2930) with any questions or concerns.

WordPerfect 5.0

Using Zenith PC's

If you are using WordPerfect 5.0 on a Zenith PC you may experience a problem with the speed of your keys. If you hold down backspace it may delete your entire document and if you hold down any other key it may repeat numerous times. To avoid this problem, you need to start WordPerfect with WP/NC/NK. These options will disable setting the cursor speed and the use of your F11 and F12 function keys. If you have questions, call Gale or Melanie at 444-2973.

Updates and Fixes

Since the release of WordPerfect 5.0 there have been several updates and bug fixes. The most current update is January 3, 1989.

If you are on a release date earlier than 11/15/88, bring six formatted 3½" disks or 12 formatted 5¼" disks to the Information Center. If you are on the release date of 11/15/88, you only need to bring two 5¼" disks or one 3½" disk. If you are unsure of your release date of WordPerfect, press your HELP (F3) key and a date will appear in the upper right-hand corner. If you have questions, call Gale or Melanie at 444-2973.

Bitstream Fonts

WordPerfect 5.0 customers can receive nine free typefaces published by Bitstream, Inc. The fonts are for users of HP LaserJet+ compatibles and PostScript printers. To order the free Bitstream Fontware Installation Kit, call (800) 222-9409 or (801) 225-5000 and give the operator your WordPerfect license number. Beginning April 1, 1989, customers will be charged \$10 for shipping and handling.

The license number can be found on the perforated card inside the binder. It is the card that had to be filled out to register the WordPerfect package.

WP Corp is now shipping a new version of the Bitstream Fontware Installation Kit that is two to four times faster than the initial release. Users who have already received the kit and would like the newer version will be charged \$10 for shipping and handling. Call the numbers listed above for your update.

WordPerfect 4.2 to 5.0 Upgrading Concerns

Several users are concerned about updating from WordPerfect 4.2 to 5.0. Listed below are some questions and answers that may help you make your decision?

1. How long will WordPerfect 4.2 be sold?

The official word is it will be sold until sometime in the year 1990. Our WP representative says they are considering extending this because the sales of version 4.2 are still high.

2. Will there be any fixes or upgrades to version 4.2?

No fixes or upgrades will be made. The most current release date of Standalone and Network WordPerfect 4.2 is 7/28/88.

3. How long will WordPerfect Corporation field 4.2 support calls?

1 year after the product has been discontinued (about 1991).

4. How long will 4.2 printer drivers be produced?

Until sometime in the year 1990. No exact date has been set.

5. Will there be an OS/2 version of 4.2?

No OS/2 version will be written.

6. How long can you upgrade from 4.2 to 5.0 either free or for a price?

The free upgrade offer expired September 1, 1988. All other upgrades will be provided as long as WordPerfect produces 5.0.

Network Lotus 1-2-3: Is It For You?

Lotus offers a product called **Lotus 1-2-3 Networker**. This product offers a package of five lotus programs that can be shared across a network. This means that in an office where everyone may need to use Lotus 1-2-3 from time to time, ANY FIVE users can use it at one time. The limitation is that ONLY FIVE users can be using Lotus 1-2-3 at any one time.

In many offices, this may not be a constraint. For instance, in the Information Center there are over 30 computers on the network. Of those 30 computers, 20 to 25 need the use of Lotus 1-2-3 periodically. However, it is seldom when more than 5 need Lotus 1-2-3 at the SAME TIME. This is an excellent environment for Lotus 1-2-3 Networker.

In such a case, the cost savings could be considerable. At \$290 per package for Lotus 1-2-3 (GTSI* price) and 20 packages, the cost is \$5,800. A single 5 user package of Lotus 1-2-3 Networker costs \$1,581 (GTSI* price). Even if the Information Center would need two Lotus 1-2-3 Networker packages (for a total of 10 users at once), the price would be \$3,162. This is a clear savings over buying a separate package for each user.

If you need Lotus 1-2-3 and are on a network, your Network may benefit from using Lotus 1-2-3 Networker. If you have any questions concerning this, call Brett McAlister at the Information Center, 444-2044.

*GTSI - Government Technology Services Incorporated

DYL260 Support

For the past few years, support of DYL260 has been provided by the Information Center Bureau. This support function is being moved to the Database Design & Administration section of the Systems Development Bureau. DYL260 is primarily used by programmers and most programmer productivity tools are supported by the DDA rather than the Information Center. Therefore, if you need DYL260 support you should call Gary Poepping at 444-2811.

Personal Manager Past Appointment Changes

Quarterly, we will be deleting past appointments for all Personal Manager users. These appointments will be stored on a tape and kept for three years. Listed below is the tentative schedule for the past appointments to be deleted.

- The first Thursday of January, appointments from July through September of the previous year will be deleted.
- The first Thursday of April, appointments from October through December of the previous year will be deleted.
- The first Thursday of July, appointments from January through March of the current year will be deleted.
- The first Thursday of October, appointments from April through June of the current year will be deleted.

If you should ever need to review these past appointments or have any questions, please call Jeanette at 444-2973.

FEATURE

HELP MY COMPUTER IS DOWN! or Maintenance of Personal Computers

It may seem like Christmas to you when you receive a new computer. Anticipation runs high as you dream of the time that will be saved when you have a new computer at your bidding. You may even enjoy the challenge of deciphering installation instructions and connecting Part A to Part B. If you are lucky, after a day or so of unpacking, assembling, cabling and other housekeeping tasks, a bright shiny screen with a somewhat perplexing "C>" will appear.

At this enlightening moment (even though you pride yourself in being mechanically minded) you may balk and call for help from the local micro wizard -- who with his bag of diskettes can create a selectable menu of available software.

Presuming you have had some training, you may be off and running making your productivity dreams come true. But the day will come when your dearly beloved computer will fail you and project deadlines will come and go, unless you have a clearly defined backup and repair strategy. This is no small task but the following maintenance guidance may help you minimize the trauma of a gremlin in your computer.

Warranty Repair

The Industry Standard For Warranty Service is Depot Warranty!

Beware - this means that vendors are not required to come to your office to fix a failing computer. You are responsible for delivering it to their office. Also, you will be without a system for a minimum of two days and possibly as long as 7-10 days while they complete repairs. A vendor is not required to provide loaner equipment.

The only vendor which makes an exception to this practice is IBM. They will come onsite (anywhere in Montana) and repair a failing machine free of charge, while it is under warranty. This service is provided because the state's new contract with IBM stipulates that all equipment should be billed for continued maintenance service after expiration of the warranty. All agencies will be notified in advance of warranty expiration that maintenance coverage will commence upon expiration. Agencies will have a grace period of 60 days, after warranty expiration, in which to elect to cancel the maintenance contract. If IBM is not notified of an agency's desire to cancel maintenance, the agency will be obligated to pay for maintenance coverage. If an agency elects to cancel maintenance coverage after the 60 day grace period, a 30 day advance notice is required.

Onsite warranty service for non-IBM equipment can be obtained but you will need to set up such contracts on a case by case basis.

State offices should define contingency plans for warranty repair which could include: 1) renting a system, 2) maintaining loaner equipment, 3) gentlemen's agreements for sharing equipment, or 4) paying a maintenance vendor's hourly rate for onsite service (parts would be covered). In any of these cases, up-to-date backups of files are a necessity.

Non-Warranty Repair

Maintenance contracts are available from many vendors across the state. Maintenance contracts are generally structured like an insurance policy: payments are made in advance and maintenance service (time and materials) is provided on an as needed basis. The following types of service are available under the State of Montana's Term Contract for Microcomputer Maintenance service (190-B):

Onsite Maintenance Contracts: Under this type of agreement, the vendor is required to direct a service technician to the site of the failing equipment, to effect repairs or take the equipment to a service center for repair. Response time means -- the elapsed time from notification by the user till onsite arrival of the technician. Technicians are required to arrive onsite prior to 3:00 PM on the day after notification of a problem. Repair shall be effected within three (3) state working days or provide a suitable substitute. Agencies must notify the vendor in writing of intent to contract for maintenance service, prior to calling for maintenance service. Vendors are not obligated to accept failing equipment under contract.

Carry-In or Mail-In Contracts: Under this type of agreement, the agency is required to deliver failing equipment to a designated service center and pickup the equipment once repairs have been made. The vendor is required to effect repair within three (3) State working days or provide a suitable substitute. If the agency chooses to mail the equipment they will be responsible for all shipping costs. Agencies must notify the vendor in writing of intent to contract for maintenance service, prior to calling for maintenance service. Vendors are not obligated to accept failing equipment under contract.

Time and Materials Service: the user agency may elect to have repairs made onsite or may deliver/pickup failing equipment at a designated service center. Agencies will be billed an hourly rate plus parts and travel expense. Agencies may request estimates prior to repair. The vendor is required to provide a written estimate within one (1) State working day, if so requested. After approval to proceed, the vendor is required to effect repair within three (3) State working days or provide a suitable substitute.

Service Warranty: All service provided under the term contract is under warranty for 90 days.

Failure to Perform: If a contractor fails to respond, substitute and/or repair equipment as specified under this contract, the agency may obtain repair and/or substitution from another maintenance provider and shall deduct any costs of substitution and repair from the monthly maintenance charge or bill the contractor if the cost exceed the charges due. Agencies should forward documentation of such failures to the Purchasing Division for review.

Services not covered: Vendors or warranty may charge time and material rates for maintenance calls which are attributable to software errors, users errors, or power surges.

Regularly scheduled preventative maintenance is not included as part of service contracts. However, the vendors may do routine cleaning during service calls.

IN CONCLUSION

State agencies need to clearly define their microcomputer maintenance strategies and policies and put in place the budgets and contracts to insure the productivity of their employees. Contingency plans for hardware failures will help to avoid crisis situations and help in insure smooth recovery of critical systems.

TRAINING CALENDAR

Data Network Classes

Apr 18 pm	Using Novell Software
Apr 20 pm	Mainframe Mini - Survey of Mainframe Software
May 3 am	State Telephone Training
May 9 am	Using Personal Services/PC
May 19	Basic Terminal Skills

Microcomputer Classes

Mar 13	Conversion for WordPerfect 4.2 to 5.0
Mar 15 pm & 16	Introduction to WordPerfect 4.2
Mar 24	PFS:Professional File
Mar 27	Conversion for WordPerfect 4.2 to 5.0
Mar 29	Beginning Microcomputer Skills
Apr 10	Conversion for WordPerfect 4.2 to 5.0
Apr 13	Beginning Microcomputer Skills
Apr 19 & 20 am	Introduction to WordPerfect 4.2
Apr 21	Conversion for WordPerfect 4.2 to 5.0
May 1 & 2 pm	Introduction to WordPerfect 5.0
May 3 pm & 4	Advanced WordPerfect 5.0
May 5	Intermediate DOS
May 8	Beginning Microcomputer Skills
May 9 pm & 10	Introduction to Lotus 1-2-3
May 11	WordPerfect Conversion 4.2 to 5.0
May 16	Freelance
May 17 & 18 pm	Advanced Features of Lotus 1-2-3
May 30 & 31 am	Advanced WordPerfect 4.2

MISCELLANEOUS TRAINING

Special Demonstration by Lotus Corporation

Lotus 1-2-3 Release 3.0 and Freelance Release 3.0: On April 27, 8:30 am to noon, representatives from Lotus Corp. will be demonstrating several of their new products. Of greatest interest may be Lotus 1-2-3 Rel. 3.0 and Freelance Rel. 3.0. Also to be demonstrated will be Lotus Magellan and Lotus Agenda. As an added treat, Lotus Rel. 3.0 will be demonstrated while running under the OS/2 operating system.

The demo will be held in room C-209 of the Cogswell building. If you are interested in attending, please call the Information Center at 444-2973 to reserve your space. This is the first time Lotus Corp. has come to us to demonstrate their products, so let's give them a good welcome.

Free Mainframe Mini Demonstration

Survey of Mainframe Software: presented by Randy Holm of the Information Center.

DATE:	April 20, 1989
TIME:	1:30 pm to 3:30 pm
PLACE:	Room 25, Mitchell Building
COST:	Free
LIMIT:	20

This class will give you a general overview of the software available on the mainframe. Software will be grouped by major categories, and descriptions and recommendations on use presented.

Miles City Community College Offers Workshops for State Employees

Two workshops are being offered by the Miles City Community College. The workshops are introductory classes for Lotus 1-2-3 and WordPerfect 4.2. The cost is \$50 per workshop which includes the text. See the training section for more information.

Lotus 1-2-3 for Beginners

Date: March 22, 1989
Time: 9:00 a.m. to 5:00 p.m.
Cost: \$50.00
Place: Miles Community College
Registration: Information Center, 444-2973

The course covers ways to use the program for beginners and tips that will allow you to become a more frequent user back at the office.

The Mastery Approach to WordPerfect

Date: March 22, 1989
Time: 9:00 a.m. to 5:00 p.m.
Cost: \$50.00
Place: Miles Community College
Registration: Information Center, 444-2973

An introductory course presenting material you need to turn on the machine and bring the program to life.

TRAINING SCHEDULE

BASIC TERMINAL SKILLS: presented by the staff of the Information Center

DATE: May 19
TIME: 8:30 am to 4:00 pm
PLACE: Rm. 25, Mitchell Building
COST: \$50.00
LIMIT: 8
PREREQUISITE: 3270nd (interactive class on terminal operation)

BASIC TERMINAL SKILLS is a hands-on workshop to provide experience using computer terminals and the SPF editor. The SPF editor is an easy-to-learn menu used to enter data and programs into the State of Montana central computer system. Entering data, changing data and submitting programs for execution are covered in detail. Also covered are SPF's utility functions and how to track job output.

This course is essential for state government personnel using terminals tied into the State of Montana central computer. This course is a prerequisite for many other ISD classes.

USING PERSONAL SERVICES/PC (PS/PC): presented by Jeanette Rushford or Melanie Coughlin of the Information Center

DATE: May 9, 1989
TIME: 8:30 am to 12:00 noon
PLACE: Room 25, Mitchell Building
COST: \$35.00
LIMIT: 12
PREREQUISITE: Beginning Microcomputer Skills and experience with WordPerfect

PS/PC allows you to electronically send and receive messages or files. A document created by either WordPerfect or Displaywrite3 can be distributed to any other person also using PS/PC by going through DISOSS on the state's mainframe.

To use PS/PC you must have the Personal Services/PC software, the IBM PC 3270 Emulation Program and adapter, and a coaxial cable or phone line connecting your PC to the mainframe.

MICROCOMPUTER CLASSES

BEGINNING MICROCOMPUTER SKILLS: presented by the staff of the Information Center

DATE: (one day only) March 29, 1989
 April 13, 1989
 May 8, 1989
TIME: 8:15 a.m. to 4:30 p.m. **each day**
PLACE: Room 25, Mitchell Building
NON-SUBSCRIBER COST: \$60.00
SUBSCRIBER COST: \$40.00
LIMIT: 12
PREREQUISITE: None

This course will give participants brief hands-on experience with microcomputers. Topics to be covered:

- The machine
- The operating system
- Communications
- Word processing
- Spreadsheets and graphics
- File management

All class time will be spent using microcomputers and software. The participant will learn what microcomputers can do and how to approach them with a positive attitude. This course or its equivalent is a prerequisite for other microcomputer courses.

INTERMEDIATE DOS: presented by Brett McAlister of the Information Center

DATE: May 5, 1989
TIME: 8:30 am to 4:30 pm
PLACE: Room 25, Mitchell Building
COST: \$50.00
LIMIT: 12
PREREQUISITE: Fundamentals of DOS or appropriate experience

This class is designed to follow the Information Center's "Fundamentals of DOS" class. It is not designed for programmers and does not intend to teach all the advanced features of the operating system.

The topics covered in "Intermediate DOS" are:

ATTRIB	MODE
DISKCOMP	SELECT
REPLACE	LABEL
JOIN	XCOPY

Other features of the Disk Operating System that will be discussed are:

Filters (FIND, MORE)
Batch File Creation (EDLIN, Batch file commands)

WORD PROCESSING CLASSES

INTRODUCTION TO WORDPERFECT 4.2: presented by Gale Kramlick or
Melanie Coughlin of the Information Center

DATE:	March 15 and 16, 1989 April 19 and 20, 1989
TIME:	1:00 pm to 4:30 pm on March 15 8:30 am to 3:30 pm on March 16 8:30 am to 3:30 pm on April 19 8:30 am to 12:00 noon on April 20
PLACE:	Room 25, Mitchell Building
NON-SUBSCRIBER COST:	\$90.00
SUBSCRIBER COST:	\$60.00
LIMIT:	12
PREREQUISITE:	Beginning Microcomputer Skills

This course is intended for anyone interested in learning the basics of WordPerfect. This class will concentrate on text creation, use of function keys, editing, formatting, printing, filing, and retrieving documents. Merging documents, macro creation, block functions and use of the spell checker are also covered.

INTRODUCTION TO WORDPERFECT 5.0: presented by Gale Kramlick or
Melanie Coughlin of the Information Center

DATE: May 1 and 2, 1989
TIME: 8:30 am to 3:30 pm on **May 1**
8:30 am to 12:00 noon on **May 2**
PLACE: Room 25, Mitchell Building
NON-SUBSCRIBER COST: \$90.00
SUBSCRIBER COST: \$60.00
LIMIT: 12
PREREQUISITE: Beginning Microcomputer Skills

This class is designed for beginning users of WordPerfect 5.0. Experience with WordPerfect 4.2 is not necessary. The class will take the participants through the fundamentals of creating, printing, and editing documents. The new Setup feature will be discussed. Formatting documents as they are created and after creation will be covered. Some of the time saving features such as spell check, merges, block functions and macros will also be covered.

ADVANCED FEATURES OF WORDPERFECT 4.2: presented by Gale Kramlick or Melanie Coughlin of the Information Center

DATE: May 30 and 31, 1989
TIME: 8:30 am to 3:30 pm on **May 30**
8:30 am to 12:00 noon on **May 31**
PLACE: Room 25, Mitchell Building
SUBSCRIBER COST: \$60.00
NON-SUBSCRIBER COST: \$90.00
LIMIT: 12
PREREQUISITE: Beginning Microcomputer Skills and Introduction to WordPerfect

For those already using WordPerfect, the advanced class will cover footnotes, column generation, advanced macros, advanced merging, and outlining. Sorting capabilities, dual document editing and table of contents are also covered.

ADVANCED FEATURES OF WORDPERFECT 5.0: presented by Gale Kramlick or Melanie Coughlin of the Information Center.

DATE: May 3 and 4, 1989
TIME: 1:00 pm to 4:30 pm on May 3
8:30 am to 3:30 pm on May 4
PLACE: Room 25, Mitchell Building
NON-SUBSCRIBER COST: \$90.00
SUBSCRIBER COST: \$60.00
LIMIT: 12
PREREQUISITE: Beginning Microcomputer Skills, Introduction to WordPerfect 5.0

For those already using WordPerfect 5.0, the advanced class will cover footnotes, column generation, sorting capabilities, dual document editing, changing fonts within a document, creating style sheets and master documents, keyboard layout, compose and graphics.

CONVERSION OF WORDPERFECT 4.2 TO 5.0: presented by Gale Kramlick or Melanie Coughlin of the Information Center

DATE: (one day only) March 13, 1989
March 27, 1989
April 10, 1989
April 21, 1989
May 11, 1989
TIME: 8:30 am to 4:30 pm **each day**
PLACE: Room 25, Mitchell Building
NON-SUBSCRIBER COST: \$60.00
SUBSCRIBER COST: \$40.00
LIMIT: 12
PREREQUISITE: Beginning Microcomputer Skills, Introduction to WordPerfect 4.2

This class is designed for people in the process of converting from WordPerfect 4.2 to 5.0. Topics of the class will cover basic changes like menus, setup options, function key changes, converting document from 4.2 to 5.0 and from 5.0 to 4.2 and Reveal Codes. Some of the advanced features such as Macro Editing, Keyboard Layout, Fonts, Styles, Clip Art Images, Compose, Master Documents, Automatic Referencing, Document Compare and Kerning will also be covered.

SPREADSHEET CLASSES

INTRODUCTION TO LOTUS 1-2-3: presented by Gale Kramlick or Wendy Wheeler of the Information Center

DATE: May 9 and 10, 1989
TIME: 1:00 pm to 4:30 pm on **May 9**
8:30 am to 3:30 pm on **May 10**
PLACE: Room 25, Mitchell Building
SUBSCRIBER COST: \$60.00
NON SUBSCRIBER COST: \$90.00
LIMIT: 12
PREREQUISITE: Beginning Microcomputer Skills

This course is designed for anyone with little or no previous 1-2-3 or microcomputing experience.

This class will concentrate on 1-2-3 spreadsheet design and commands and the creation of graphics. Printing spreadsheets and graphs is also covered. The more advanced features such as macro programming and database commands are covered in other courses.

With time available, lab time on actual agency spreadsheet will be allowed for further experience.

ADVANCED FEATURES OF LOTUS 1-2-3: presented by Brett McAlisiter of the Information Center

DATE: April 4 and 5, 1989
May 17 and 18, 1989
TIME: 1:00 pm to 4:30 pm on **April 4**
8:30 am to 3:30 pm on **April 5**
8:30 am to 3:30 pm on **May 17**
8:30 am to 12:00 noon on **May 18**
PLACE: Room 25, Mitchell Building
SUBSCRIBER COST: \$60.00
NONSUBSCRIBER COST: \$90.00
LIMIT: 12
PREREQUISITE: Beginning Microcomputer Skills and Introduction to Lotus 1-2-3

This course is designed for anyone who is using 1-2-3 for basic spreadsheet work. Features not covered in the introductory class will be included (ex: protection status, range names, combining files, etc). Advanced features such as one and two-way sensitivity analysis tables will be covered in detail.

Class consists of lecture, hands-on practice, lab work or question and answer period if time permits.

DATABASE CLASSES

INTRODUCTION TO PFS:PROFESSIONAL FILE: presented by Gale Kramlick
of the Information Center

DATE: March 24, 1989
TIME: 8:30 am to 4:30 pm
PLACE: Room 25, Mitchell Building
SUBSCRIBER COST: \$40.00
NON-SUBSCRIBER COST: \$60.00
LIMIT: 12
PREREQUISITE: Beginning Microcomputer Skills

The PFS:Professional File software is an easy to use file management system. It is a recent software package that replaces pfs:File and pfs:Report.

This course will give the participant hands-on experience creating databases demonstrating the flexibility of this software in storing, retrieving, and updating a large amount of related information.

The related report generation software will be used to create columnar reports from your files.

COMMUNICATIONS AND NETWORK CLASSES

USING NOVELL SOFTWARE: presented by Teri Lundberg of the Information Center

DATE: April 18, 1989
TIME: 1:00 pm to 4:30 pm
PLACE: Room 25, Mitchell Building
NON-SUBSCRIBER COST: \$35.00
SUBSCRIBER COST: \$25.00
LIMIT: 12
PREREQUISITE: Beginning Microcomputer Skills and FIVE months microcomputer experience

This course is designed for users of **Novell** Networks. Topics covered include:

- The definition of a local area network with emphasis on
 - a Token Ring Network
- Logging on to the network
- Directory structure
- Network security
- Supervisor functions
- Drive mappings
- Summary of basic Novell commands

NOTE: This class is not intended for network system administrators or network programming staff. Contact Teri Lundberg at 444-3994 if you have any questions.

TELEPHONE STATION USER TRAINING: presented by LaVelle Brannin of the Telecommunications Bureau

DATE: May 3, 1989
TIME: 8:30 am to 9:30 am
PLACE: Room 25, Mitchell Building
COST: No Charge
LIMIT: 10
PREREQUISITE: none

This class is designed to familiarize new employees or refresh current employees with the features and use of the state telephone system. Also discussed will be the different calling capabilities available and the dialing plan. This is an interactive class combining demonstrations and hands on usage of the features and the dialing plan.

COMPUTER BASED TRAINING

The following tutorials are available in the Information Center in Room 24 of the Mitchell Building free of charge. The tutorials are either diskette or video-based. All are designed for individual study and self-pacing. Tutorials available include:

- Using DBase III and DBase III+
- Disk Operating System (DOS)
- DOS: Hard Disk/Floppy Users, Beginning through Advanced
- Using Displaywrite 3
- Introduction to DisplayWrite4
- Advanced DisplayWrite4
- The Instructor (microcomputer systems)
- Intro to Lotus 1-2-3
- Macro Programming & Advanced Lotus 1-2-3
- Beginning R:Base
- Typing Instructor
- Turbo Pascal Tutor
- Teach Yourself WordPerfect
- WordPerfect-Seven Easy Steps (30 min. video)
- WordPerfect 5.0 Overview
- Using WordPerfect 5.0

Call the Information Center at 444-2973 for more information or to check out the tutorials.

700 copies of this public document were printed at a cost of
\$350.00. Distribution costs are \$16.00
Editor: Melanie Coughlin



ISD CLASS ENROLLMENT APPLICATION
COMPLETE THIS APPLICATION **IN FULL** AND
RETURN IT TO THE INFORMATION CENTER BUREAU
PRIOR TO THE FIRST DAY OF CLASS

COURSE DATA

Course Requested: _____

Date Offered: _____

STUDENT DATA

Name: _____

Soc Sec Nbr (for P/P/P): _____

Agency & Division: _____

Mailing Address: _____

Phone: _____

How have you met the required prerequisites for this course? Explain giving the class(es) taken, Information Center tutorial(s) completed, and/or experience.

BILLING INFORMATION/AUTHORIZATION

Are you an ISD subscribing agency: _____

ISD Billing Number (5 digits): _____

Authorized Signature: _____

FULL CLASS FEE WILL BE BILLED TO THE REGISTRANT UNLESS CANCELLATIONS ARE MADE THREE DAYS BEFORE THE DATE FOR EACH CLASS.

DEPARTMENT OF ADMINISTRATION
INFORMATION SERVICES DIVISION
INFORMATION CENTER BUREAU
RM 24, MITCHELL BLDG
HELENA, MT 59620